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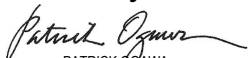
The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

25 May 12, 2015


PATRICK O'QUINN
ACTING EXECUTIVE OFFICER

**APPROVAL OF INFORMATION TECHNOLOGY
FUNDS TO UPGRADE ADOBE FORMS INFRASTRUCTURE
AND AUTHORIZATION TO USE THE CALIFORNIA MULTIPLE
AWARD SCHEDULES CONTRACT
(ALL DISTRICTS AFFECTED) (3 VOTES)**

SUBJECT

The Chief Information Officer is requesting Board approval of \$300,000 from the Information Technology Fund to upgrade the Adobe Forms Infrastructure to a more robust, scalable, and feature rich platform designed for forms development, deployment, and metrics measurement.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve \$300,000 from the County of Los Angeles' (County's) Information Technology Fund (ITF) to acquire professional services from Adobe Systems, Inc. (Adobe) to upgrade the County's Adobe Forms Infrastructure.
2. Approve authorization to acquire Adobe professional services through the California Multiple Award Schedules (CMAS) contract.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

ITF was established to fund Countywide technology projects that improve the delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

The County acquired an enterprise license for Adobe Lifecycle ES4 (LC ES4) software suite in November 2013 that enables the development of electronic forms, routing of electronic forms for review and approval, and create data interfaces that connect to County systems and allow forms to be stored securely.

The County installed the LC ES4 modules at the Internal Services Department (ISD) as a shared platform for development and deployment of Countywide forms. This solution is used to successfully automate and deploy the Outside Employment Form (OEF) process as part of an annual two-month campaign that ended in June 2014, and develop and implement two additional forms (Overtime and Leave Request) being deployed as part of the eCAPS Manager Self Services Project.

In mid-2014, Adobe bundled LC ES4 with Adobe Experience Manager (AEM) 6 Solution, currently licensed by the County to provide new functionality for adaptive and management forms, tracking of forms utilization metrics, and other user information. Adobe LC ES4 will no longer be sold or supported beyond March 2018. Rather than using the legacy LC ES4 platform to develop and deploy additional forms and incur future expense of migrating forms to a new platform, the County elected to upgrade to AEM 6.

This recommended action seeks Board approval for funding in the amount of \$300,000 to acquire Adobe professional services to upgrade the County's current Adobe Forms Infrastructure to a robust, scalable, and feature rich platform designed for forms development, deployment, and metrics measurement.

This engagement will support the following activities:

1. Deploy on a Linux Server Infrastructure – The County's existing Adobe infrastructure is on a Microsoft Windows Server platform and this project implements a new Linux server infrastructure that provides a stable, reliable, and expandable platform for forms deployment. It enables more efficient management of computing resources and will serve a higher number of users with fewer servers.
2. Upgrade to AEM 6 Solution – Upgrading the latest Adobe forms software version provides the following new functionality:
 - Forms Manager – Simplifies management of forms repository (e.g., uploading, preview, configuring, activating, and deactivating forms);
 - Adaptive Forms – Provides capability for forms access from mobile devices;
 - Adobe Analytics – Captures and tracks metrics around form utilization, end-user devices, abandonment and completion rate, browser preferences, etc.; and
 - Forms Portal – Configure and integrate a web portal to allow access to active forms.
3. Migrate Existing County Forms – Supports the migration of existing forms and ensures end-to-end functionality on the new AEM platform.
4. Provide Knowledge Transfer to ISD – The implementation approach emphasizes shared responsibilities and tasks between Adobe and ISD technical teams to ensure knowledge sharing and sustained enablement for forms creation, deployment, and maintenance.

Implementation of Strategic Plan Goals

The recommended action supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

Request approval of \$300,000 to acquire Adobe professional services to upgrade the County's current Adobe Forms Infrastructure to a robust, scalable, and feature rich platform designed for forms development, deployment, and metrics measurement.

The ongoing funding for ISD Adobe annual software maintenance and support, application management, and infrastructure will be recovered through a charge back system to user departments.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions to this recommended action.

CONTRACTING PROCESS

Adobe is the manufacturer of the AEM 6 software and is uniquely qualified to support the upgrade of the County's Adobe Forms Infrastructure. The County does not have a direct contract with Adobe and their professional services will be acquired through the CMAS contract.

CMAS is a Statewide contract available only to California State and local government agencies. It was established for Information Technology (IT) and none IT products and services that are competitively bid and awarded on the Federal General Services Administration (GSA) schedule. This contract is structured to comply with California procurement codes, guidelines, and policies providing the highest level of contractual protection.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The Adobe Forms Shared Infrastructure provides the following benefits:

- Eliminates duplication of Adobe infrastructures by providing a common infrastructure, technology, and skills;
- Provides economical ongoing support for AEM forms applications across departments by centralizing AEM software components and IT support staff;
- Provides cost-effective disaster recovery capabilities to minimize data loss in case of an outage or emergency; and
- Provides a common platform to implement quick and cost-effective AEM solutions and realize the benefits of these technologies.

CONCLUSION

Board approval of the recommended action will enable the County to reduce the use of paper, generate operational efficiencies, and improve service delivery.

The Honorable Board of Supervisors

5/12/2015

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Respectfully submitted,

A handwritten signature in black ink that reads "Richard Sanchez". The signature is written in a cursive, flowing style with a long horizontal stroke at the end.

RICHARD SANCHEZ

Chief Information Officer

RS:pa

c: Chief Executive Office
Chief Executive Office, Board of Supervisors
County Counsel
Auditor-Controller
Department of Human Resources